

# Washington State Peer Support Program

---

Presented by

**Maureen Bailey BSW CPC**

Peer Support Program Administrator

**Mary Chambers CPC, CRC**

Peer Support Program Specialist 2

Washington State  
Health Care Authority

# Overview

---

- ▶ Introductions
- ▶ What is Peer Support
- ▶ History and where we are now
- ▶ CPC training program requirements
- ▶ Roles, & titles of peers
- ▶ Technical Assistance for providers
- ▶ Closing with Mary Chambers

# Maureen “Mo” Bailey

---



Maureen is the Peer Support Program Administrator with the Division of Behavioral Health and Recovery and previously held the position of the Enhanced Peer Services Program Administrator. While at DBHR she has collaboratively written a CPC continuing education curriculum called “The Intersection of Behavioral Health and the Law.” Maureen has worked in the field of peer support for the past 8 years. She has experience providing direct peer support services, provided program support for Youth and Family CPC, Ombuds, and Operationalizing Peer Support trainings, and held the Consumer Partnership Coordinator position for the Great Rivers BHO. She is a state approved trainer for both the Adult, and Youth and Family CPC Trainings.

As a person with lived experience in behavioral health, Maureen is passionate about reducing the stigma surrounding those with behavioral health challenges. Her commitment is to continue educating others in hopes of reducing the stigma that keeps individuals from seeking treatment and recovery.

# What is unique about Behavioral Health Peers?

---

*The Power is in our Stories*  
*Self Disclosure = Hope and Inspiration*



- Lived experiences create connections
- Actively promotes Principles of Recovery & Resiliency
- Work to reduce stigma in community and systems

# Recovery Happens

---



*“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”*

# What do we mean by?

---

- ▶ Peer
  - ▶ A person with lived experience with behavioral health
- ▶ Peer Counselor
  - ▶ A person who provides peer support services
- ▶ Certified Peer Counselor
  - ▶ A person who has completed a State approved training and has passed the state exam
- ▶ Youth Peer
  - ▶ A person who 18-24 who has lived experience with behavioral health recovery
- ▶ Parent Peer
  - ▶ A person who is a parent or guardian of a person with behavioral health challenges
- ▶ Peer Support Services
  - ▶ Services provided to an individual by a peer counselor
- ▶ Peer Support as a provider type
  - ▶ Peers can provide services in other settings to include supported employment, supportive housing and others.

# What is Peer Support?

---

- ▶ Personal recovery is central from beginning to end
- ▶ Peer support is voluntary; people engage or disengage as they choose.
- ▶ The relationship is the foundation.
- ▶ Begin with welcoming – outreach and engagement
- ▶ Peer Support is Trauma Informed
- ▶ Peer supports work toward quality-of-life goals, purpose and passion.
- ▶ Use methods that promote personal growth and self-responsibility

# It works....

---

- ▶ Increased self esteem
- ▶ Increased sense of control and ability to bring about change in their lives
- ▶ Raised Empowerment
- ▶ Increased sense that treatment is responsive and inclusive of needs
- ▶ Increased sense of inspiration and hope
- ▶ Increased empathy and acceptance
- ▶ Decreased symptoms
- ▶ Increased engagement with self-care and wellness
- ▶ Reduced hospital rates and longer community tenure
- ▶ Increased social support and social functioning
- ▶ Decreased substance use and depression



# Peer Support in the 1700's

---

"As much as possible, all servants (Hospital Staff) are chosen from the category of mental patients. They are at any rate better suited to this demanding work because they are usually more gentle, honest, and humane" – Jean Baptiste Pussin, in a 1793 letter to Philippe Pinel

Pinel was treated in the hospital for tuberculosis and he later became the superintendent of the hospital's mental health ward. He started hiring ex-patients because he felt they were better suited to humanely assist the patients and give them hope of recovery.



# DBHR Peer Support Team

---

- ▶ Medicaid reimbursable service for individuals with MH diagnosis since 2005
- ▶ Robust credentialing program
- ▶ Continuing education
  - ▶ SH 4-part Continuing Education Curriculum - <https://bhwc-training-center.myshopify.com/collections/continuing-education/products/advanced-peer-training-permanent-supportive-housing>
  - ▶ SE 5-part Continuing [https://fortress.wa.gov/dshs/pathways/\(S\(iwrxj1wq1budtgfh2el2ll5d\)\)/p2eOEPC.aspx](https://fortress.wa.gov/dshs/pathways/(S(iwrxj1wq1budtgfh2el2ll5d))/p2eOEPC.aspx)
  - ▶ Trauma informed approach online training curriculum
  - ▶ Intersection between BH and the Law
- ▶ Support for agencies to operationalize peer support

# History of Certified Peer Counselors in Washington State

---

- ▶ Washington State began offering Certified Peer Counselor trainings in 2005.
- ▶ Washington prides itself as one of the first states 11 states to deliver peer services, using Medicaid funding.
- ▶ Since 2005, the state has trained over 3600 Certified Peer Counselors.
- ▶ As of July1, 2019, Substance Use Peer Support Services are now a Medicaid benefit in Washington State.

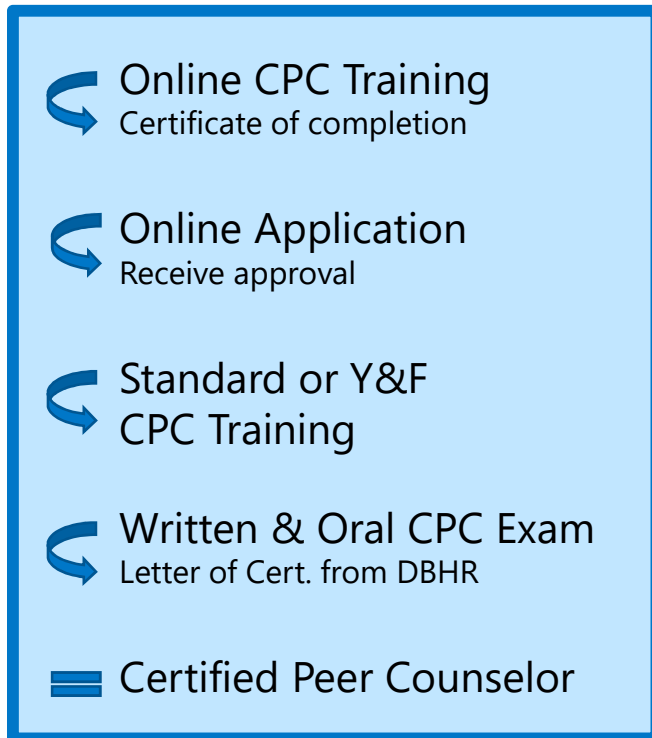
# 3 CPC Trainings

---

- ▶ Standard CPC Training
  - ▶ Targeted to train adults who will be supporting adults
  - ▶ 5-day in person training (10-day virtual)
- ▶ Youth and Family CPC Training
  - ▶ Targeted to train youth and parents/guardians who will be working in WISE teams.
  - ▶ 5-day in person (10-day virtual)
- ▶ The Bridge Training
  - ▶ Intended for Recovery Coaches who have completed the CCAR training to become CPCs
  - ▶ 3-day in person training

***All trainings result in the same certification***

# CPC Certification Process



***All Certified Peer Counselors who work in a Medicaid funded agency must be able to obtain an Agency Affiliate Counselor Credential from the Department of Health and pass all required background checks.***

## Slide 13

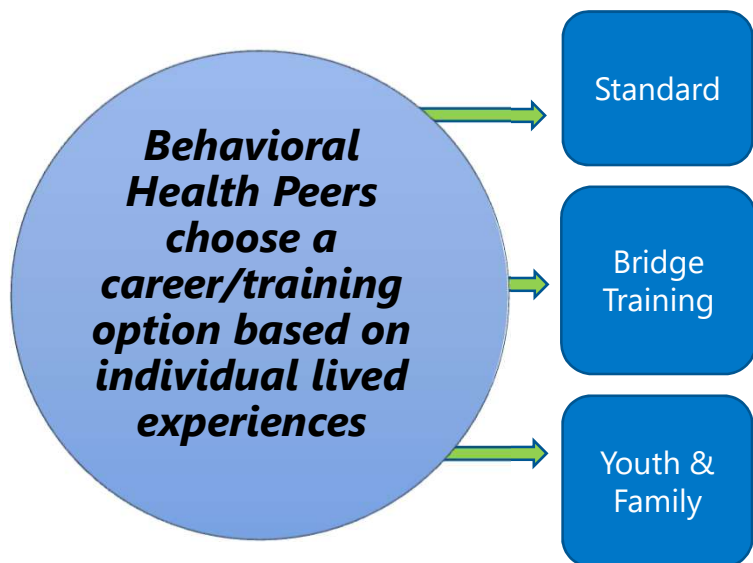
---

**BM(1**

Bailey, Maureen (HCA), 8/5/2020

# Behavioral Health Peer Support Career Paths

## Training Pathways to State Certification



## Areas of Employment

Generalist	Peer Bridger
Supportive Housing	Supported Employment
WISe Teams	PACT Teams
Parent Partner	Youth Partner
SUD Peer Services	Peer Pathfinders (ED Departments)
Community Peer	HARPS Teams
PATH Teams	OCRPs Teams
Recovery Coaches	Crisis Teams
Areas are growing	

# Clarifying Peer Roles

## Behavioral Health

### Certified Peer Counselor

CPCs who work in a behavioral health Medicaid agency

- ❖ Personal lived experience in recovery or parent of a child in services
- ❖ Must complete state training and pass state exam
- ❖ Required DOH AAC upon employment + DSHS background check
- ❖ Responsible for documentation
- ❖ Mandatory reporter
- ❖ Oversight by DBHR, DOH, and provider agency
- ❖ Continuing education recommended

## Community

### Peer Counselor

Peers who work in non-Medicaid agencies or community organizations

- ❖ Personal lived experience in recovery or parent of a child in services
- ❖ Services based on Organizations mission
- ❖ Volunteer and/or employed
- ❖ Documentation minimal/determined by org or funding requirements
- ❖ If required by agency
  - State CPC certification training and testing
  - Background checks depend on organization policy, funding, etc.
  - Minimal oversight

## Recovery Coach

People who have taken the CCAR Recovery Coach training and volunteer or work in the community

- ❖ Personal experience, parent or community member affected by SUD
- ❖ CCAR training
- ❖ Volunteer and/or employed
- ❖ Recovery community & network support
- ❖ Autonomy, oversight by RC community
- ❖ Flexibility to work with peer over time, regardless of treatment services
- ❖ Confidential, not tied to treatment or services or documentation
- ❖ Minimal barrier, background checks depend on org. policy, funding, etc.



# Who Supervises CPCs

---

- ▶ Certified peer counselors who are providing peer services in a behavioral health Medicaid funded agency are required to be supervised by a mental health professional (MHP)
- ▶ Certified peer counselors who are providing peer services in a substance use Medicaid funded agency are required to be supervised by a substance use disorder professional (SUDP) who understands rehabilitation and recovery.

# Peer Services include:

---

- ▶ Identify strengths and set goals
- ▶ Support individuals to meet goals
- ▶ Instill hope through sharing of lived experience
- ▶ Connect to community resources and supports
- ▶ Teach self-advocacy skills
- ▶ Building community and relationships
- ▶ Teach daily living skills
- ▶ Facilitate recovery groups

Peer services must be identified on the Individualize Service Plan (ISP) and documented for each service encounter.

# Barriers ....

---

## RCW 18.19.095

- ▶ **Agency affiliated counselor practicing as peer counselor—No automatic denial of applicant with past conviction for certain offenses—Conditions.**
  - ▶ The department may not automatically deny an applicant for registration under this chapter for a position as an agency affiliated counselor practicing as a peer counselor in an agency or facility based on a conviction history consisting of convictions for simple assault, assault in the fourth degree, prostitution, theft in the third degree, theft in the second degree, or forgery, the same offenses as they may be renamed, or substantially equivalent offenses committed in other states or jurisdictions if:
    - ▶ (1) At least one year has passed between the applicant's most recent conviction for an offense set forth in this section and the date of application for employment;
    - ▶ (2) The offense was committed as a result of the person's substance use or untreated mental health symptoms; and
    - ▶ (3) The applicant is at least one year in recovery from a substance use disorder, whether through abstinence or stability on medication-assisted therapy, or in recovery from mental health challenges
- ▶ **WRAMP (Washington Recovery and Monitoring Program) has been limited to 1 year of recovery.**

# Provider Training

---

The HCA/DBHR provides a training on operationalizing peer support for providers who currently employ CPC or providers are interested in providing peer support services.

For more information please reach out to:

Maureen Bailey  
Peer Support Program Administrator  
[maureen.bailey@hca.wa.gov](mailto:maureen.bailey@hca.wa.gov)  
360.867.8513

# Operationalizing Peer Support

---

DBHR sponsored technical assistance (TA) on Peer Support. Training with BHO, MCO, ASO, BHA, agencies or programs on:

- ▶ Supervision
- ▶ Roles
- ▶ Documentation
- ▶ Recovery Culture
- ▶ Resources

<https://www.peerworkforcealliance.org/operationalizing-peer-support>

# Mary Chambers

---



Mary Chambers has a lifetime of work history that has culminated into her dream job. Mary is a key part of the Peer Support Certification program at DBHR. She is currently a Certified Peer Counselor, Certified Recovery Coach and Wellness Recovery Action Plan (W.R.A.P.) facilitator. Mary uses the wellness tools in her WRAP plan to model employment success. As she realized the power of those tools to elevate her professional goals, she became determined about helping others find their own wellness tools. Mary bravely and genuinely shares her experience and heart of gold to encourage others on their employment and life journey. She draws from her employment experiences, such as an office manager, news columnist, non-profit organizer and coordinator to effectively coach people as they discover their unique journeys. Mary has displayed enormous courage in walking through her own personal story of recovery as she had suffered much childhood trauma. She is most proud of being the mother of some of the most wonderful people she knows. She is a resourceful and warm communicator, who touches the heart with her story and compassion.

# Questions?

---



# Contact Information

---

**Mary Chambers CPC, CRC**  
Peer Support Program Specialist 2  
[mary.chambers@hca.wa.gov](mailto:mary.chambers@hca.wa.gov)

**Maureen Bailey BSW, CPC**  
Peer Support Program Administrator  
[maureen.bailey@hca.wa.gov](mailto:maureen.bailey@hca.wa.gov)